HONDA

Job Aid

Applies To: **ALL** **December 2011**

Specialty Hotlines and Departments

Subject Area	Problem/Concern	Contact Info
A/T, audio, navigation system, RES (remanufactured parts)	Replacement, troubleshooting of remanufactured parts	**888-997-7278** Option 2 Remanufactured Parts Operations Tech Line
Customer questions	Customer's questions and concerns related to product sales, information characteristics, and specifications	**800-999-1009** Automobile Customer Service
HandsFreeLink®	Phone pairing, phone compatibility, configuration, and operation questions	**888-528-7876** *www.handsfreelink.com*
HDS, MVCI, special tools and tool loaner program	HDS problems and software updates, concerns, special tool problems	**800-346-6327** Special Tools Hotline iN link: Service > Service Bay > Tool and Equipment Program
HomeLink®	HomeLink programming, garage door opener operation/application, HomeLink accessory operation	**800-355-3515** *www.HomeLink.com*
Honda Music Link™	General operation, home computer setup, Text-to-Speech (TTS) software issues	**800-999-1009** Automobile Customer Service musiclink.honda.com
IMA battery and CNG fuel tank assemblies	Ordering and disposal of IMA batteries and CNG fuel tank.s NOTE: Review S/B 01-005 or 10-061 before calling	**877-785-9175** IMA Battery Order Desk
Interactive Network (iN)	ISIS problems, dealer network configuration and computer issues, including immobilizer codes	**800-245-4343** iN Support Center
Navigation system	New or replacement navigation system DVD, download information, Gracenotes	**888-291-4675** *www.hondanavi.com*
Parts	Part numbers, supersessions, parts availability, and application for ALL parts-related issues and guidance	Contact your facing parts center analyst iN link: Parts > Parts Library > Parts System Guide > Dealer Support > Parts Center Dealer Assistance
Publications/ePubs	Problems with ISIS publications and feedback	**800-245-4343** *epubs@ahm.honda.com*
Technical Research and Support Group (TRS)	TRS iN requests for dealer visits, repair requests, and inspection visits	**800-880-1072**
Vehicle Quality and Product Quality Report (PQR)	To report product quality concerns	Contact your DPSM to create a PQR
Warranty authorizations - factory warranty	Diagnostic time and authorizations, parts substitutions or ordering parts for diagnostic purposes, "No Trouble Found," etc.	Contact your DPSM or AZM for ALL authorizations and guidance
Warranty authorizations - vehicle service contracts (VSC)	Diagnostic time and authorizations, parts substitutions or ordering parts for diagnostic purposes, "No Trouble Found," etc.	Contact VSC **800-999-5901** for ALL authorizations and guidance
Warranty, radio codes, and Flat Rate	Warranty claim problems, flat rate times and questions, operation codes, and radio security codes	**310-783-3240** Warranty Department iN link for flat rate time review: iN > Service > ISIS > Feedback (top right of page) > Choose category (Flat Rate Comments)
XM® Satellite Radio	XM receiver activation/deactivation, account issues, channel blocking	**800-852-9696** *www.siriusxmdealer.com*

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